

## **DK7J 04 (HSC330) Support individuals to access and use services and facilities**

### **Elements of competence**

HSC330.1	Support individuals to identify services and facilities they need
HSC330.2	Enable individuals to select, access and use services and facilities
HSC330.3	Enable individuals to evaluate services and facilities used

### **About this Unit**

For this Unit you will support individuals to access and use services and facilities.

### **Scope**

The scope is here to give you guidance on possible areas to be covered in this Unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

**Communicate** using: the individual's preferred spoken language; the use of signs; symbols; pictures; writing; objects of reference; communication passports; other non verbal forms of communication; human and technological aids to communication.

**Key people:** family; friends; carers; others with whom the individual has a supportive relationship.

**Services and facilities** could include: services provided to an individual's home (eg meals on wheels, services to meet the individual's personal care needs; therapeutic services); services provided to enable individuals to meet their social care needs (eg transport); amenities outside the individual's place of residence (eg day care provision; support groups).

Your **knowledge and understanding** for this Unit will relate to legal requirements and codes of practice applicable to the scope of your work and others with whom you work; the nature of the work you are undertaking; your role and level of responsibility within your organisation (eg whether you have responsibility to support the work of others); the individuals, key people in their lives and others with whom you are required to work and the degree of autonomy you have for the management of your own work activities.

### **Values underpinning the whole of the Unit**

The values underpinning this Unit have been derived from the key purpose statement<sup>1</sup>, the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. They can be found in the principles of Care Unit HSC35. To achieve this unit you must demonstrate that you have applied the principles of care outlined in unit HSC35 in your practice and through your knowledge.

### **Evidence Requirements for the Unit**

**It is essential that you adhere to the Evidence Requirements for this Unit – please see details overleaf.**

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<sup>1</sup> The key purpose identified for those working in health and social care settings is "to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care"

<b>SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT</b>
<b>Simulation:</b>
<ul style="list-style-type: none"> <li>• Simulation is <b>NOT</b> permitted for any part of this unit.</li> </ul>
<b>The following forms of evidence ARE mandatory:</b>
<ul style="list-style-type: none"> <li>• <b>Direct observation:</b> Your assessor/expert witness must observe you in real work activities which provide some of the performance criteria for most elements in this unit.</li> <li>• <b>Reflective accounts/professional discussion:</b> These will be a description of your practice in particular situations. You need to detail how you have supported individuals to identify and select services relevant to their personal circumstances. This should show how you have enabled them to use these facilities and services and evaluate them for their own future use or use by other individuals with similar needs.</li> </ul>
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<ul style="list-style-type: none"> <li>• <b>Questioning/professional discussion:</b> may be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition the assessor/expert witness may also ask questions to clarify aspects of your practice.</li> <li>• <b>Expert Witness:</b> A designated expert witness may provide direct observation of practice, questioning, professional discussion and feedback on reflective accounts.</li> <li>• <b>Witness testimony:</b> can be a confirmation or authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or service user.</li> <li>• <b>Products:</b> Care plans/review and other relevant reports, these must not be included in your portfolio however they will form the basis of discussion with your assessor and need to be available for the IV to authenticate.</li> </ul>
<b>GENERAL GUIDANCE</b>
<ul style="list-style-type: none"> <li>• Prior to commencing this unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence.</li> <li>• Evidence must be provided for ALL of the performance criteria ALL of the knowledge and the parts of the scope that are relevant to your job role.</li> <li>• The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Care Sector. This will include the National Service Standards for your areas of work and the individuals you care for.</li> <li>• All evidence must relate to your own work practice.</li> </ul>

**KNOWLEDGE SPECIFICATION FOR THIS UNIT**

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

**You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the ‘knowledge evidence’ section of the Assessment Guidance.**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
<b>Values</b>	
1 Legal and organisational requirements on equality, diversity, discrimination, <b>rights</b> , confidentiality and sharing of information when supporting individuals to access and use services and facilities.	
2 How to provide active support and place the preferences and best interest of individuals at the centre of everything you do, whilst enabling them to take responsibility (as far as they are able and within any restrictions placed upon them) and make and communicate their own decisions about their lives, actions and risks about access to and the use and evaluation of services and facilities.	
3 The rights of carers to be supported in the caring role.	
4 Dilemmas between the individual’s rights and their responsibilities for their own care and protection, the rights and responsibilities of key people and your role and responsibilities in enabling individuals to access and use services and facilities.	
5 How to work in partnership with individuals, key people and those within and outside your organisation to enable individuals to access and use the services and facilities they prefer.	
6 How to deal with and challenge discrimination for individuals accessing and using services and facilities.	
<b>Legislation and organisational policy and procedures</b>	
7 Codes of practice and conduct, and standards and guidance relevant to your own (and others’) roles, responsibilities, accountability and duties when enabling individuals to access, use and evaluate services and facilities.	
8 Current local, UK legislation and organisational requirements, procedures and practices for: <ul style="list-style-type: none"> <li>(a) data protection, including recording, reporting, storage, security and sharing of information</li> <li>(b) health and safety</li> <li>(c) risk assessment and management</li> <li>(d) protecting individuals from danger, harm and abuse</li> <li>(e) enabling individuals to access, use and evaluate services and facilities</li> <li>(f) working with others to provide integrated services</li> </ul>	

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<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
9 Practice and service standards relevant to your work setting and to enable individuals to access, use and evaluate services and facilities.	
10 How to access records and information on the needs, views and preferences of individuals and key people.	
<b>Theory and practice</b>	
11 How and where to access information and support that can inform your practice about individuals accessing, using and evaluating services and facilities.	
12 How you can access, review and evaluate information about resources, services and facilities relevant to the needs and preferences of the individuals with whom you work.	
13 Government reports, inquiries and research relevant to individuals accessing, using and evaluating services and facilities.	
14 Theories relevant to the individuals with whom you work, about: (a) aspects of human growth and development and how these can affect and be affected by the individual's access to, and use of services and facilities (b) identity and self-esteem and how this can be affected by individual access and use of services and facilities	
15 How power and influence can be used and abused when supporting individuals to access, use and evaluate services and facilities.	
16 The role, relationships, support networks, services and facilities provide in promoting the individuals' well-being.	
17 Factors that affect the health, well-being, behaviour, skills, abilities and development of individuals and key people.	
18 Methods of supporting individuals to express their needs and preferences and to be able to evaluate the services and facilities they have used.	
19 How to keep services and facilities informed about the needs of the individuals and any changes that might be necessary.	

**DK7J 04 (HSC330) Support individuals to access and use services and facilities**

**HSC330.1 Support individuals to identify services and facilities they need**

Performance criteria		DO	RA	EW	Q	P	WT
		1	You support <b>individuals</b> and <b>key people</b> to identify and communicate what they need to improve their health and social well-being.				
2	You support individuals to identify their own strengths, those of their networks and any gaps that need to be addressed.						
3	You work with individuals to identify any risks that have to be managed in accessing <b>services and facilities</b> .						
4	You gain agreement to access and review information to support individuals and key people to identify the services and facilities they need to access.						
5	You work with individuals, key people and <b>others</b> to review the information to identify the options available.						

**HSC330.2 Enable individuals to select, access and use services and facilities**

Performance criteria		DO	RA	EW	Q	P	WT
		1	You work with individuals to agree preferred options for services and facilities, identifying any risks that need to be managed.				
2	You work with individuals and key people to select the services and facilities that will enable them to meet the individuals' assessed needs.						
3	You provide <b>active support</b> for individuals to enable them to access and use selected services and facilities.						
4	You work with individuals to identify what needs to be in place to enable them to access the agreed services and facilities, taking into account any special requirements.						
5	You agree with, arrange and help individuals acquire the assistance they require to access and use the selected facilities and services.						
6	You support individuals and key people to fill in any forms of paper work to enable them to access the agreed services and facilities.						
7	You support individuals to access and use the agreed services and facilities.						

DO = Direct Observation  
EW = Expert Witness

RA = Reflective Account  
P = Product (Work)

Q = Questions  
WT = Witness Testimony

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**HSC330.3 Enable individuals to evaluate services and facilities used**

Performance criteria		DO	RA	EW	Q	P	WT
1	You support individuals to agree the methods and timescales for evaluating how the services and facilities have contributed to the individual's well-being.						
2	You support individuals and key people to evaluate whether, and in what ways, the services and facilities have improved their health, well-being and quality of life.						
3	You support individuals to identify any changes necessary to improve the outcomes from the use of the services and facilities.						
4	You encourage individuals and key people to give feedback on: (a) the services and facilities they have identified and used (b) where they have experienced discrimination or exclusion (c) which services and facilities have been beneficial to their well-being and those that have been less helpful						
5	You work with individuals and key people to achieve the changes they have identified in the services and facilities that they have used.						
6	You collate information and record and report on actions, procedures and outcomes from the evaluation, within confidentiality agreements and according to legal and organisational requirements.						

*DO = Direct Observation*  
*EW = Expert Witness*

*RA = Reflective Account*  
*P = Product (Work)*

*Q = Questions*  
*WT = Witness Testimony*

*To be completed by the Candidate*

**I SUBMIT THIS AS A COMPLETE UNIT**

Candidate's name: .....

Candidate's signature: .....

Date: .....

*To be completed by the Assessor*

*It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.*

**I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.**

Assessor's name: .....

Assessor's signature: .....

Date: .....

**Assessor/Internal Verifier Feedback**

*To be completed by the Internal Verifier if applicable*

***This section only needs to be completed if the Unit is sampled by the Internal Verifier***

Internal Verifier's name: .....

Internal Verifier's signature: .....

Date: .....